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Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: PUBLIC SAFETY DISPATCHER II

DEFINITION

Under supervision, to operate radio-telephone transmitting and receiving equipment and a computer-aided dispatch (CAD) system on an assigned shift; to dispatch required law-enforcement, fire, medical or other emergency services, personnel and equipment; and to do related work as required. This is the journey level class in the Public Safety Dispatcher series

REPORTS TO: Public Safety Communications Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Public Safety Communications Supervisor. May assist in training of lesser-experienced Public Safety Dispatchers I and Trainee.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Receive incoming telephone and voice radio calls on an assigned shift; input and retrieve information in a computer-aided dispatch (CAD) system.
- Obtain and record information and use voice radio or mobile data computer (MDC) to dispatch necessary law enforcement, fire medical and other emergency services such as ambulances and tow trucks.
- Keep radio and/or mobile data computer (MDC) contact with units on assignments.
- Compile data and maintain records of emergency recorded, equipment and personnel dispatched, and/or disposition of emergencies.
- Send, receive and decode teletype information.
- Provide a variety of public information relating to law enforcement or fire activities as permitted.
- Maintain logs of radio and telephone transmissions, recording, and status control devices.
- Operate a variety of equipment and appliances such as a computer-aided dispatch (CAD) keyboard, standard IBM type computer keyboard, and alarm monitoring system.
- Calms distressed citizens on the phone.
- Coordinate emergency calls and relay information and assistance requests involving other law enforcement and firefighting agencies.
- Participates in the dispatcher selection process.
- Trains Public Safety Dispatcher Trainee and Dispatcher I and participate in evaluating their performance.
- May provide lead supervision in the absence of the lead supervisor or Public Safety Communications supervisor.
- Aids in the development and implementation of training programs for entry and journey level dispatchers.

- Periodically provide input for reviews for dispatcher training manual and other training materials and updates as necessary.

QUALIFICATIONS

Knowledge of:

- Modern office methods, equipment, and procedures.
- Correct English usage, spelling, punctuation, and grammar.
- Computer aided dispatch (CAD) system.
- Radio and/or mobile data computer (MDC) system.
- Telephone and radio courtesy.

Ability to:

- Use standard broadcasting procedures and rules associated with the operation of an emergency services communication network.
- Hear and comprehend radio traffic and routine interpersonal communications with supervisors and adjacent dispatchers.
- React quickly, efficiently and calmly in an emergency situation and adopt an effective course of action.
- Operate computer terminals including use of the computer-aided dispatch (CAD) system software.
- Use manual dexterity in operating a computer terminal, telecommunications devices, data cards, time stamp, and multi functional radio operating console.
- Operate a radio and/or mobile data computer (MDC) system.
- Perform a variety of clerical tasks such as filing, record keeping, and typing.
- Organize work with a constantly changing set of priorities.
- Exercise independent judgment and work with a minimum of supervision.
- Understand and carry out oral and written directions.
- Learn and interpret maps.
- Establish and maintain effective relationships with those contacted in the course of work.
- Work rotating shifts (days, swings and graves), weekends, holidays and overtime as required.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and Experience:

Education: Equivalent to the completion of the twelfth grade.

Experience: Six months, non-probationary experience as a Public Safety Dispatcher for a Police or Fire Department. Possession of or ability to obtain within six months of employment a POST Basic Dispatcher Certificate or equivalent.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENTS

Must be able to pass an orally administered standard speed and accuracy typing test at 35 wpm.

Must be able to pass an intensive police background investigation.

Must be able to sit for long periods in a confined area and wear a radio headset.

Possession of, or ability to obtain, a valid appropriate Class "C" California Motor Vehicle Operator's License.

Possession of, or ability to obtain within twelve months of employment, a POST Basic Dispatcher Certificate or equivalent certificate.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Public Safety Dispatcher II

TO: Public Safety Communications Supervisor